



OCT 29

MEMORANDUM

TO: Heads of Executive Agencies

FROM: Wm. Bradford Reynolds  
Assistant Attorney General  
Civil Rights Division

SUBJECT: Technical Assistance Guides (Third Set)

On May 15 1986, I sent you the second set of Technical Assistance Guides (TAG's) to assist your agency in implementing section 504 of the Rehabilitation Act of 1973, as amended, for federally conducted programs. Enclosed is the third set of guides for your agency's use. These TAG's provide information on the President's Committee on Employment of the Handicapped, on devices for people who are hard-of-hearing, and on the coverage of section 504 and the Architectural Barriers Act.

If your staff has any technical questions concerning the enclosed TAG's or any suggestions for suitable topics for guidance, please contact Bert Keys, Jr., of the Coordination Review Section, at 724-2218. All routine business concerning federally conducted programs should, however, be directed to agency coordinators and attorneys within the Coordination Review Section who are specifically assigned to work with your agency.

Enclosures



## The President's Committee on Employment of the Handicapped (PCEH) and Related Organizations

**Purpose:** The purpose of this Technical Assistance Guide (TAG) is to provide recipients of Federal financial assistance and Federal agencies with information on an important resource on employment of handicapped persons and other issues related to the implementation of section 504 of the Rehabilitation Act of 1973.

**Background:** The President's Committee on Employment of the Handicapped, one of the oldest Presidential committees, was established by President Truman in 1947. The Committee seeks to promote a positive public opinion in America leading to full acceptance of physically and mentally handicapped people in the world of work; to strive to eliminate environmental and attitudinal barriers impeding their opportunities and their progress; and to mobilize resources, public and private, to achieve these ends. For administrative purposes, the President's Committee is housed within the Department of Labor.

Every State has a Governor's Committee on the Employment of the Handicapped or a similar organization with comparable goals. These committees work closely with the President's Committee. The state organizations enable PCEH to reach the grass roots. In many cases there are also committees at the city, county, or town level. State committees are funded mostly through State appropriations with some funding coming from local vocational rehabilitation agencies.

State level committee members, like PCEH members, are drawn from government, business, industry, labor, education, the media, and the professions.

## PCEH and State Organization Activities

PCEH distributes publications, posters, and other information of charge to the Governor's Committees and other interested organizations. State organizations in turn, disseminate copies to local committees and organizations. PCEH maintains a library

Denver, Colorado. This conference brings together nearly 100 people from around the world and focuses on the affairs of disabled people. PCEH also provides a computerized information system to help employees successfully recruit and employ disabled persons. The Job Accommodation Network or JAN is a free service and can provide specific information on reasonable accommodations, technological devices and other strategies based on past case experiences.

### **Contacts at the Presidents Committee:**

- General

The President's Committee on Employment of the Handicapped  
U.S. Department of Labor  
Vanguard Building  
1111-20th Street, N.W.  
Washington, D.C. 20210  
(202) 653-5044 (Voice & TDD)

- Publications: (202) 653-5157
- Library, Program Division: (202) 653-5079
- Director, State Relations: (202) 653-5083
- Job Accommodation Network (JAN): 1-800-JAN-PC  
(outside West Virginia)  
  
1-800-293-7186  
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### **Governor's Committees**

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Pennsylvania Governor's Committee on Empl  
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James Monroe Building, 17th Floor

(809) 774-0930

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Executive Secretary  
Governor's Committee On Employment of the  
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Olympia, WA 98504  
(206) 753-1547

Mr. Earl Wolfe  
Director  
Division of Vocational Rehabilitation  
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Charleston, West Virginia 25305  
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Ms. Ellen Daly  
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Mr. Chad Fossen  
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**Topic:** Telephone Devices for People Who Are Hard-of-Hearing

**Purpose:** This Technical Assistance Guide (TAG) discusses technological devices that help people who are hard-of-hearing effectively use the telephone.

**Background:** The standard telephone in use today is designed for use by people with good hearing. Approximately 15 million persons in the United States experience some significant hearing loss that may affect their ability to use the telephone effectively. Several devices have been developed to assist hearing impaired persons to more effectively use the telephone. Because use of the telephone is an essential feature of American life today, more individuals and agencies should know about methods of providing access to it for persons who are hard-of-hearing.

## Devices to Assist People Who Are Hard-of-Hearing use the Telephone Effectively

### A. Hearing Aids

Many hearing aids function in two modes. In one mode, the hearing aid's receiver and amplifier pick up acoustic sound through a microphone. In this mode the hearing aid switch is set on M (for microphone) and the aid is used to listen to personal conversation and other environmental sounds. In the alternate mode, the hearing aid's amplifier and receiver pick up electromagnetic signals by an induction coil in the aid. This is also known as a "telecoil", "T-coil" or "telephone pick-up". In the telecoil mode, the hearing aid switch is set on T (for telecoil) and feedback and amplified background noises are eliminated. In order for the hearing aid telecoil to work with a telephone, the telephone must emit or leak a sufficiently strong electromagnetic field. About three-fourths of telephones manufactured in the United States work with hearing aid telephone pick-up coils. The remaining fourth are not usable by people who use hearing aids. The unusable telephones make many people who use hearing aids, who would otherwise be able to use the telephone, "phone deaf." Unfortunately many newly manufactured electronic telephones are not usable with the T-coil unless a

by the hearing aid. The telephone adapter is made for hearing aid wearers whose aids have a telephone elastic strap easily attaches the telephone adapter phone receiver and it is powered by batteries. Price \$16-18.

## **C. Amplification Devices**

### **1. Handset Amplifiers**

Pay telephones and regular desk top telephones equipped with a handset that contains a volume control. This feature can amplify the voice signal coming from the telephone by as much as 30%. Price range \$20-25.

### **2. Portable Amplifiers**

Any telephone can be equipped with a portable amplification device that straps onto the ear piece of the handset. Price range \$12-18.

### **3. Permanent Amplifiers**

Telephones can also be permanently equipped with top amplifiers and speakers to assist hearing impaired persons who use the phone. Price range \$60-75.

## **Resources:**

A list of resources has been compiled for the agencies' and can be obtained by contacting:

The Coordination and Review Section  
Civil Rights Division  
U.S. Department of Justice  
320 First Street, N.W., Room 854-A  
Washington, D.C. 20534  
(202) 724-2222 (Voice)  
(202) 724-7678 (TDD)

Coverage of the Architectural Barriers Act of 1968, as amended (Barriers Act) and section 504 of the Rehabilitation Act of 1973 as amended (section 504).

**Scope:** This Technical Assistance Guide explains the requirements of the Barriers Act and section 504 as they affect the accessibility of buildings for physically handicapped individuals. This guide also provides information to assist recipients and Federal agencies to comply with the requirements of these statutes in light of the overlapping coverage.

**Organization:**

## **Barriers Act Requirements for Building Accessibility**

The Barriers Act requires buildings to be accessible to physically handicapped persons when they are:

- built or altered after 1968 by the Federal government or on behalf of the Federal government.

- leased after 1977 by the Federal government. (Buildings leased after 1977 prior to January 1977 are subject to the Barriers Act only if they were leased specifically in accordance with Federal plans and specifications—see sections 4 and 5 of the Barriers Act, 42 U.S.C. § 4151 and 4155).

- built or altered after 1968 by recipients of Federal grants for building or alteration when the authorizing legislation for such grants permits the Federal government to impose a design standard.

## **Barriers Act Design Standards and Standard-Setting Agencies**

The Uniform Federal Accessibility Standards (UFAS) is the accessibility design standard employed by the four Federal standard-setting agencies designated by the Barriers Act (i.e., the General Services Administration, the Department of Housing and Urban Development, the Department of Defense, and the United States Postal Service). However, from 1968 until the adoption of UFAS, these agencies adopted several different accessibility standards, which remain the design standards for those buildings built or altered while those standards were effective. Attachment A, Architectural Barriers Act Design Standards, contains a list of the design standards used by these four agencies before the adoption of UFAS.)

conducted programs and activities. One aspect of this protection involves accessibility of buildings. Section 504 applies to every building:

- a) used by recipients in which a program or activity receiving Federal financial assistance is conducted.
- b) constructed with Federal financial assistance.
- c) used by the Federal government to conduct a program or activity.

Because there are important practical differences between making new buildings and existing buildings accessible, section 504 contains different accessibility requirements for existing buildings and for newly constructed or altered buildings:

- a) **Existing buildings.** Programs and activities of recipients and Federal agencies that are housed in existing buildings must be accessible. This requirement does not necessarily mean that physical changes must be made to existing buildings, nor does it mean that they must conform to an architectural accessibility design standard. The accessibility requirement for existing buildings is one of "program accessibility", i.e., each program or activity covered by section 504 will be operated so that, when viewed in its entirety, it is readily accessible to and usable by handicapped persons. Although program accessibility can be achieved by physical changes to existing buildings, it also can be achieved by other methods including the acquisition or redesign of equipment, the reassignment of services to accessible buildings, the assignment of aides to beneficiaries, and the delivery of services at alternate accessible sites.
- b) **Newly constructed or altered buildings.**

Section 504 requires that newly constructed or altered buildings used by a recipient or by a Federal agency to conduct a program or activity must comply with an accessibility design standard. (Attachment B, Section 504 New Construction Design Standards for Federally Assisted Programs contains an agency-by-agency list of the design standards applicable to new construction by recipients of Federal funds.)

## **Mapping Coverage of the Barriers Act and Section 504 and Its Sequence**

### **New construction or alteration.**

With respect to newly constructed or altered buildings, the Barriers Act and section 504 requirements are compatible. Both statutes require newly constructed or altered buildings to comply with an accessibility design stan-

and alterations should meet section 504 standards for new construction and alterations.

## Existing buildings.

- a) Buildings that satisfy the section 504 program accessibility requirements applicable to existing buildings may not satisfy Barriers Act requirements. An awareness on the part of recipients and Federal agencies of the difference between section 504 and Barriers Act requirements and their overlapping coverage will make for more effective and less costly plans to meet the requirements of both statutes.
- b) Consider the following example:
- (i) A recipient educational institution administers federally assisted programs in all four of its buildings, which therefore are covered by section 504. Because the buildings were constructed before 1977, effective date of the Department of Education's section 504 regulations, they are considered to be existing buildings for section 504 purposes and therefore must meet section 504's program accessibility standards. Three buildings were built before 1968 and are not covered by the Barriers Act. The fourth building is covered by the Barriers Act but does not comply with the applicable accessibility design standard.
  - (ii) The recipient institution decides to meet section 504's program accessibility requirements by modifying two of its buildings and scheduling all federally assisted programs in those two buildings. However, the building covered by the Barriers Act is not one of the two buildings modified, or if it is not modified according to the applicable accessibility design standard, the recipient institution will have expended time and resources to comply with section 504, but will remain in violation of the Barriers Act. The recipient institution, some later date, still must make structural changes to the building covered by the Barriers Act. If the changes required by the Barriers Act are made as part of the plan to comply with section 504, the need to make changes to other non-Barriers Act buildings might be eliminated and the requirements of both statutes could be satisfied in a less costly manner.
  - (iii) A similar situation also can occur with respect to a Federal agency's buildings that are viewed as existing buildings for section 504 purposes and that also are covered by the Barriers Act.

## Recommended procedure

State and Federal agencies need to consider carefully the possible implications

6. Recipients should contact the Federal agency or agencies providing financial assistance for information regarding compliance with the Barriers Act and the Architectural and Transportation Barriers Compliance Act (ATBCB). On particularly difficult issues, the funding agency and the recipient should consult with the Architectural and Transportation Barriers Compliance Board (ATBCB), which is responsible for enforcing the Barriers Act, and the Civil Rights Division of the Department of Justice, which is responsible for enforcing the enforcement of section 504.
7. Federal agencies should consult with the agency responsible for the budget for the question. On particularly difficult issues, both agencies should consult with the Architectural and Transportation Barriers Compliance Board (ATBCB) or the Civil Rights Division of the Department of Justice on Barriers Act and section 504 issues, respectively.

#### **Resources:**

A list of resources has been completed for the agency's convenience and can be obtained by contacting:

Coordination and Review Section  
Civil Rights Division  
Department of Justice  
1111 Constitution Avenue, N.W., Room 854A  
Washington, D.C. 20534

202-693-2222 (VOICE)  
202-693-7678 (TDD)

2/68 — 10/23/69	No standard applicable
24/69 — 10/3/84	ANSI A117.1 1961 (R1971), and see 24 CFR Part Standards for Design, Construction and Alteration Publicly Owned Residential Structures.
4/84 — present	24 CFR Part 40, Accessibility Standards for Design, Construction, and Alteration of Publicly Owned Residential Structures, 49 FR 31620 (August 7, 1984), adopting Uniform Federal Accessibility Standards (UFAS), 31527 (Aug. 7, 1984).

#### **United States Postal Service facilities**

2/68 — 9/1/69	No standard applicable
69 — 1/8/71	ANSI A117.1 1961 (R1971), 41 CFR § 101-19.6, effective September 2, 1969, until January 8, 1971, when postal facilities were exempted from the Act (Pub. L. 91-375, USC § 410(a)).
71 — 10/17/76	Postal facilities were exempted until October 18, 1976 (Pub. L. 94-541, Title II, § 203, 39 USC § 410(b)(8)).
8/76 — 6/27/77	ANSI A117.1 1961 (R1971)
6/77 — 11/79	USPS Interim Standard
9 — 11/14/84	USPS Standards for Facility Accessibility by the Physically Handicapped, Postal Contracting Manual, Publication 41, § 18-518.4; 39 CFR § 601.100, as amended by Handbook RE-4, November 1979.
5/84 — 4/18/85	USPS Interim Standards for Facility Accessibility by the Physically Handicapped (adopting UFAS).
4/85 — present	USPS Standards for Facility Accessibility by the Physically Handicapped

#### **Department of Defense facilities**

— 9/69	No standard applicable
— 9/30/72	DOD 4270.1, "Construction Criteria," dated 7/11/72

8 — 9/8/80	DOD 4270.1-M, "Construction Criteria," dated 6/1
80 — 12/14/83	DOD 4270.1-M, "Construction Criteria," dated 9/8
5/83 — 5/7/85	DOD 4270.1-M, "Construction Criteria," dated 12
85 — present	DOD 4270.1-M, "Construction Criteria," dated 5/8 (adopting UFAS).

#### **other facilities**

2/68 — 9/2/69	No standard applicable.
69 — 10/13/80	ANSI A117.1 1961 (R1971), and see 41 CFR § 101
4/80 — 7/30/84	GSA accessibility standard, effective 10/14/80. In a to referring to the appropriate standard, also see § 101-17.7 (for period 9/2/60 — 7/1/74 or 41 CFR § (for period 7/1/74 — 7/30/84).
1/84 — present	41 CFR § 101-19.6, Accommodations for the physi handicapped, 49 FR 31625 (August 7, 1984), adop UFAS.

Agency	Effective Date	Architectural Design Standard
AN	May 30, 1979	ANSI A117.1-1961 (R 197
CA	Oct. 6, 1980	ANSI A117.1-1961 (R 197
	June 11, 1982	ANSI A117.1-1980
orce	Sept. 15, 1982	Shall meet most current s prescribed by GSA under Architectural Barriers Ac
	June 1, 1982	DOD Standards
on	May 9, 1980	ANIS A117-1 1961 (R 197
	March 19, 1980	ANSI A117.1-1961 (R 197
	Jan. 12, 1984	ANSI A117.1 (1980)
	June 8, 1982	"GSA Accessibility Stand PBS (PCD): DG6, Oct. 14,
	May 4, 1977	ANSI A117.1-1961 (R 197
	(Has no Final Regulation Implementing Section 504)	
	July 7, 1982	Minimum Guidelines and ments for Accessible Desig by ATBCB
	June 30, 1980	ANSI A117.1-1961 (R 197
	Nov. 6, 1980	GSA Standards under Arc tectural Barriers Act 41 C § 101-19.6.
	Sept. 10, 1979	ANSI A117.1-1980
	May 25, 1979	ANSI A117.1-1961 (R 197
	May 25, 1979	ANSI A117.1-1961 (R 197
	March 6, 1980	ANSI A117.1-1961 (R 197
	March 1, 1982	ANSI A117.1-1961 (R 197

ENR	April 1, 1979 amended April 6, 1983	ANSI A117.1-1961 [as amended at 45 FR Dec. 12, 1980]
State	Oct. 21, 1980	ANSI A117.1-1961
FVA	April 4, 1980	ANSI A117.1-1961 wards for historic pro by the Department
DOT	May 31, 1979	ANSI A117.1-1961
Treasury	Oct. 17, 1983	ANSI A117.1-1961
VA	Sept. 24, 1980	ANSI A117.1-1961

